

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application

Inventor(s): Carey E. Garibay et al.

Appln. No.: 10/664,473

Confirm. No.: 4342

Filed: September 17, 2003

Title: SELF-SERVICE CUSTOMER LICENSE  
MANAGEMENT APPLICATION ALLOWING  
SOFTWARE VERSION UPGRADE AND  
DOWNGRADE

PATENT APPLICATION

Art Unit: 3685

Examiner: Charles C. Agwumezie

Customer No. 23910

**RESPONSE TO OFFICE ACTION UNDER 37 C.F.R. § 1.111**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of March 12, 2009, please amend the above-identified application as follows:

**Amendment to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 25 of this paper.